



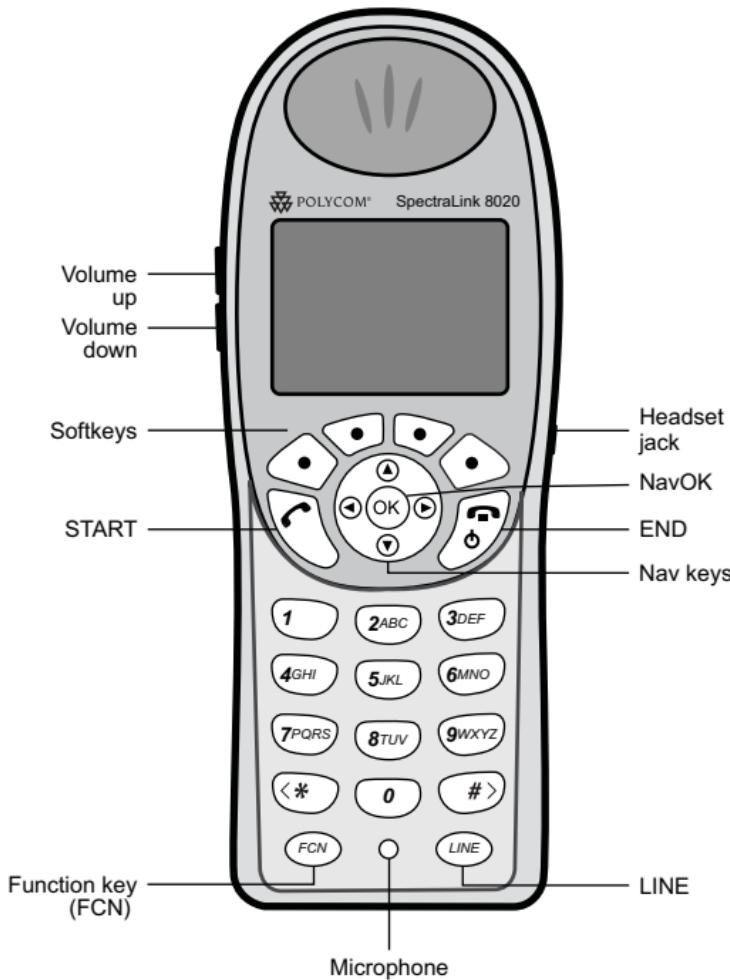
SpectraLink 8020/8030 Wireless Telephone and Accessories



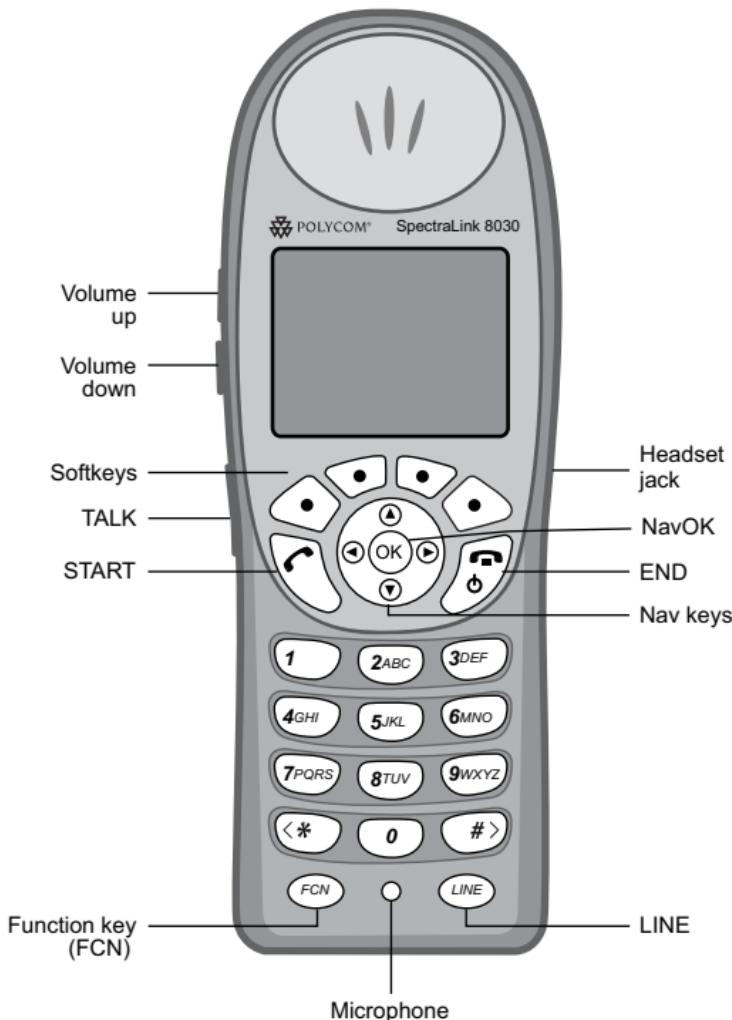
SPECTRALINK 8020/8030 WIRELESS TELEPHONE

USER GUIDE

SpectraLink 8020 Wireless Telephone



SpectraLink 8030 Wireless Telephone



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Model Numbers

Handset models: 802X, 803X

Charger models: PCS1850, PCD1850, PCQ1850

Battery Pack models: PBP0850, PBP1300, PBP1850

INTRODUCTION

Your SpectraLink 8020/8030 Wireless Telephone uses radio wave technology to send and receive voice transmissions. It is designed to operate like a cell phone. However, the handset uses the private telephone system installed in your facility and will not operate outside the area covered by this system.

About This Guide

This guide is meant to provide general information about your handset. Contact your system administrator for additional information on how your handset functions within your telephone system. This guide includes information about:

- The Handset
- Getting Started
- Advanced Features
- Handset Accessories
- Handset Administration

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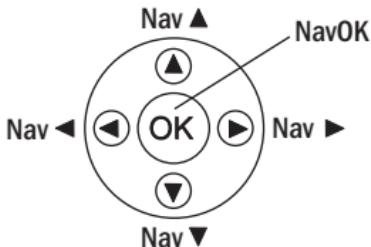
THE HANDSET

Modes of Operation

Your handset has five modes of operation:

Mode	Description
Standby	The handset is not in a call or messaging.
Active	A call is coming in, a call is being dialed or the handset is in a call or messaging.
Config menu	User preferences are being accessed in the Config Menu . In this mode the handset is on, but will not receive calls.
Message alert	Custom text messaging applications may be programmed for your facility. This mode is activated through the FCN menu.
Push-to-talk (PTT)	The SpectraLink 8030 Wireless Telephone uses channels for incoming and outgoing radio communication. While PTT is active, the handset is in PTT mode.

Menu Navigation



The navigation keys (Nav keys) just below the softkeys are used to navigate through menu options. These are referred to in this guide as **Nav▲**, **Nav▼**, **Nav◀**, **Nav▶**, and **NavOK** to select.

Shortcut Keys

When a menu is displayed, a shortcut key may be displayed on the right edge of the menu line. Press the corresponding number on the keypad to activate the corresponding menu option.

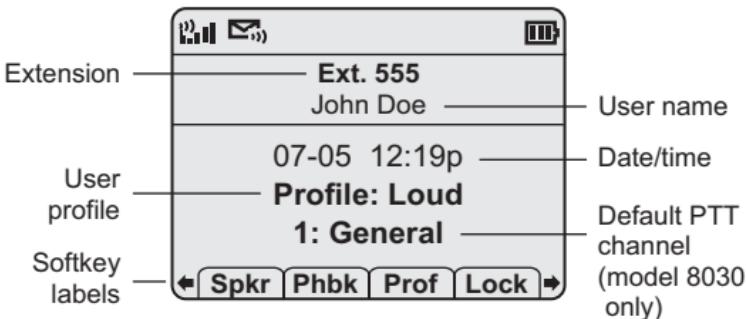
Handset Displays

The top row of the display provides status indicators for various handset conditions. It is referred to as the status bar.

The middle lines display information about the handset identity, user profile, calls in progress, menu options, and data from telephone system.

The bottom row displays softkey labels.

Standby Mode Display



Press **Nav◀** or **▶** to display the second set of available softkeys:



When the handset is in a call or in active mode, information from the telephone system in your facility displays. Information may include extension or telephone number of called or calling party, active line

information, and softkeys that have been programmed by your system administrator. Press **FCN** to scroll to additional softkey sets.

Status Bar Indicators

Indicator	Function
	The signal-strength icon indicates the strength of the signal and can assist the user in determining if the handset is moving out of range.
	The voicemail icon is activated when a new voicemail message is received when this feature is available in your facility.
	The battery icon indicates the amount of charge remaining in the Battery Pack. When only one level remains, the Battery Pack needs to be charged.
	The speakerphone icon displays when the speakerphone is active.
	The line indicators are associated with telephone line status and access.
	Up and down arrows are displayed when the menu has additional options above or below. Left or right arrows are displayed during editing when the cursor may be moved left or right.

Indicator	Function
	Telephone ring icon. A regular telephone call is coming in.
	Messaging ring icon. A call is coming in from a Messaging application.
	The PTT ring icon. A PTT call is coming in.
	The priority PTT ring icon. A call is coming in on the priority PTT channel. This call will override any other.
Muted	The muted indicator displays after the Mute softkey has been pressed. It indicates that the microphone is not transmitting sound. Press the Mute softkey again to unmute the microphone.
Locked	Locked indicates that the keypad is locked to prevent accidental activation. Use the Unlk softkey plus the # key to unlock it.
[No Service message]	If warning tones are enabled, an alarm will sound and a descriptive message displays when the handset cannot receive or place calls. You may be outside of the covered area. Walk back into the covered area. The in-service tone indicates service is re-established.

Indicator	Function
	The download icon indicates that the handset is downloading code. This icon only appears while the handset is running the over-the-air downloader. It appears to the right of the signal strength icon in the same location as the voicemail icon.
	Location Service (RTLS) is enabled.

Softkey Labels

The bottom row of the handset displays labels associated with the four softkeys just below it. When a softkey is active, a label appears to describe its function. Pressing the softkey will activate the feature. When additional softkeys are available, **Nav** arrows appear to the left and right of the softkey labels. Press **Nav**▶ or ▲ to view the additional softkey labels.

These are some of the softkeys you will see.

Label	Description	Action
Back	Go back	Returns to the previous menu display.
CAPS caps	Change case	Toggles to allow a change in case when entering alphabetical text.
Cfg	Configure	Opens the Config Menu .
Clr	Clear	Deletes the entry.

Label	Description	Action
Cncl	Cancel	Returns to the previous menu display without saving any data that might have been entered.
Del	Delete	Deletes the character to the left of the cursor.
Done	Finished	Exits a list when more than one selection is possible.
Edit	Edit	Opens an editing window so you can change information about an entry in the phonebook.
Exit	Exit	Exits out of the menus.
Lock	Lock Keys	Locks the keypad to prevent accidental activation. See Unlk softkey below.
Hold	Hold	Places a call on hold.
Mute	Mute	Toggles to mute or unmute the microphone.
No	Negative reply	Press tso reply "No" to a displayed question.
Phbk	Phonebook	Opens the phonebook.
Play	Play	Plays the selected ring tone.
Prof	Profile	Opens the Profile menu.

Label	Description	Action
Redl	Redial	Displays a list of the last 10 numbers dialed.
Save	Save	Saves the current entry to the phonebook.
Set	Set	From the speed-dial assignment display, opens the phonebook listing for assigning a phonebook entry to a speed-dial key.
Spdl	Speed-dial	Opens the list of speed-dial numbers.
Spkr	Speakerphone	Toggles speakerphone function.
Unlk	Unlock keys	Press Unlk , then the # key to unlock a locked keypad.
USB	Active USB port	Displays when the handset is being configured via the USB port of the Dual Charger.
View	View	Displays information about an entry in the phonebook .
Yes	Positive reply	Press to reply "Yes" to a displayed question.

GETTING STARTED

Your SpectraLink 8020/8030 Wireless Telephone is designed for full mobility within the workplace and operates much like a cell phone. It also interfaces with the telephone system at your workplace and incorporates advanced telephony features. This section covers the basic functions available in every facility. For specific telephony system functions, see the *Facility-Specific Features* section or contact your system administrator.



Place the handset into the charger for a minimum of two hours. The handset's Battery Pack must be fully charged before its first use. See the section *Charger Models* for full information.

Basic Handset Operation Summary

If you want to Then

Remove the Battery Pack Press down on the latch on the Battery Pack at the back of the handset and pull the Battery Pack towards you. The Battery Pack releases outward.

Replace the Battery pack Slide the lip of the Battery Pack into the bottom of the cavity. Push the top of the Battery Pack until it snaps into place. You should not have to force it into the handset.

Turn handset on Press and hold the **END** key until two chirps sound.

If you want to Then

Turn handset off	Press and hold the END key. One chirp will sound. If you are in a call, hang up first, then turn off the handset.
Unlock the keypad	Press the Unlk softkey, then # , to unlock the keypad.
Lock the keypad	Press the Lock softkey.
Make an internal call	Press the START key, wait for a dial tone, then dial the extension.
Make an external call	Press the START key, wait for a dial tone, then dial the number just as you would from your desk phone.
Make an emergency call	Open the speed-dial list to determine if you have an emergency speed-dial number that has been programmed by your system administrator. If so, it will appear as the first item on the speed-dial list with a > in front of it and the programmed keypress as the next character. The ^ represents the volume up and down buttons on the side of the handset. Press the programmed key for 3 seconds to activate the call. See <i>Open the speed-dial list</i> below.
Select a line	If multiple lines are available, your telephone system may require you to select a line before dialing a number. Press LINE and the number key corresponding to the desired line. You will hear a dial tone.

If you want to Then

Dial a number Once you hear a dial tone, press the number keys to dial the number.

Predial a number From standby mode, press the keypad to enter up to 28 numbers. Then dial the call by pressing **START**, **NavOK** or the **Spkr** softkey.

Redial a number Press the **Redl** softkey from standby mode. A list of recently-dialed numbers displays. Select the number and press **START**, **NavOK** or the **Spkr** softkey.

Make a speed-dial call Press and hold the speed-dial key assigned to the number.

Open/edit the speed-dial list Press the **Spdl** softkey from standby mode.

Make a phonebook call Press the **Phbk** softkey from standby mode. Highlight the name and press the **START** softkey.

Answer a call The handset will ring or vibrate to alert you of an incoming call. Additionally, a line indicator on the display may flash and the display may show information about the call, such as the caller's name and extension.

To answer a call, press the **START** key and hold the earpiece to your ear. You may also activate the speakerphone function or use a headset.

If you want to	Then
Answer a call on a second line	If you are on a call and hear subdued ringing, a call is coming in on a second line. The line number on the display may be flashing. To answer this call, put your first call on hold and press the LINE key, then the line number of the second call.
Answer with headset	Press any key (other than END) to answer a call when a headset is plugged in.
Silence while ringing	Press the END key to silence the ring.
Change the ring volume	Press the up/down volume buttons on the side of the handset during ringing. The default ring volumes are set in the User Profile menus.
Activate or deactivate the speakerphone	Press the Spkr softkey and speak towards the handset. Note that this feature may be unavailable in your facility.
Adjust the speaker volume	Press the up/down volume buttons on the side of the handset during the call.
Adjust the headset volume	Press the up/down volume buttons on the side of the handset during the call.
Place a call on hold	Press the Hold softkey.
Resume a held call	Press the LINE key followed by the line number key.

If you want to	Then
Mute the microphone	Press the Mute softkey.
End the call	Press the END key. Be sure to do this at the end of each call to return to the standby mode.
Change the profile	Press the Prof softkey and use the Nav keys to select a new profile while in standby mode. The selected profile is marked with an asterisk (*).
Edit the phonebook	Press the Phbk softkey from standby mode.
Display additional features	During a call press the FCN key to display the softkeys programmed to additional features available in your facility. These might include transfer, conference, voicemail, etc.
Turn on the backlight	The backlight comes on when any key is pressed or when there is an incoming call and stays on for 10 seconds. It turns off after 10 seconds if another key is not pressed within that period.

If you want to Then

Use message alerts If programmed in your facility, message alerts may be activated by pressing the designated softkey assigned by the system administrator. Press the **FCN** key to scroll through the softkey sets.

In certain messaging applications, the back-arrow/asterisk (< *) key is used for left and up navigation and the forward-arrow/ pound (# >) key is used for right and down navigation. Contact your system administrator for detailed information about message alert mode.

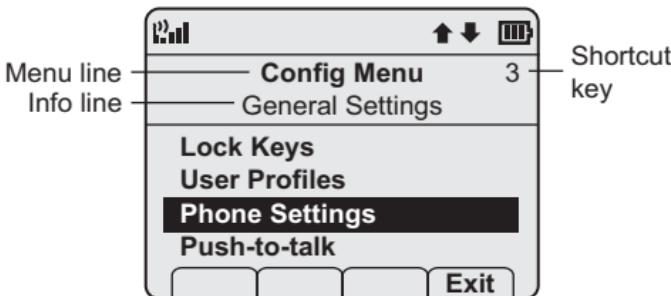
ADVANCED FEATURES

Facility-Specific Features

Press the **FCN** key while off-hook or in a call to display the softkeys programmed for advanced telephony features such as transfer, conference, and voicemail. The features may be activated by pressing the corresponding shortcut key. Contact your system administrator for more information about custom features available in your facility.

The Config Menu

When the handset is in standby mode, press the **Cfg** softkey to enter the **Config Menu**. The handset cannot make or receive calls while in the **Config Menu**. This menu allows you to set user preferences. Refer to the diagrams on pages 24-25.



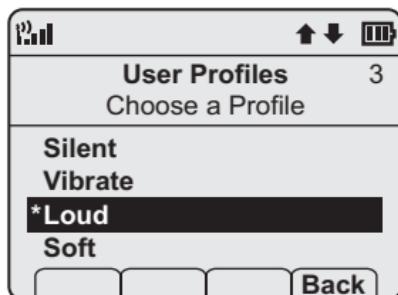
Scroll through menu options by using **Nav▲** and **Nav▼**. When an asterisk (*) appears to the left of an option, it indicates that the option is currently selected. Press the **Exit** softkey to return to standby mode. Use the **Back** softkey to return to the previous menu.

Toggle Options

Some menu options that have only two possibilities operate on a toggle basis. The current setting is shown on the second row of the display, called the info line. Highlight the option and press **NavOK** to toggle between the settings. For example, when **Ring in Headset** is the menu option, **Ring in Speaker** will show on the info line as the active setting. If you select **Ring in Headset**, **Ring in Headset** will show on the info line as the active setting and the menu option will toggle to **Ring in Speaker**.

Profiles

Your handset ring behavior is established by five User Profiles: **Silent**, **Vibrate**, **Loud**, **Soft**, and **Custom**. The currently-active user profile is shown on the standby display. The ring behavior can easily be changed by pressing the **Prof** softkey and selecting a new profile from the list when the handset is in standby mode. The currently-active profile is marked with an asterisk (*).



Changing Ring Settings

To change the ring tone or any other ring setting for any profile, go to **User Profiles** and select the profile. Select **Ring Settings** and then select **Telephone** for standard phone calls or one of the **Message Alerts** for text messages. Then select the ring option you want to adjust. See page 24 for the diagram that shows this sequence graphically.

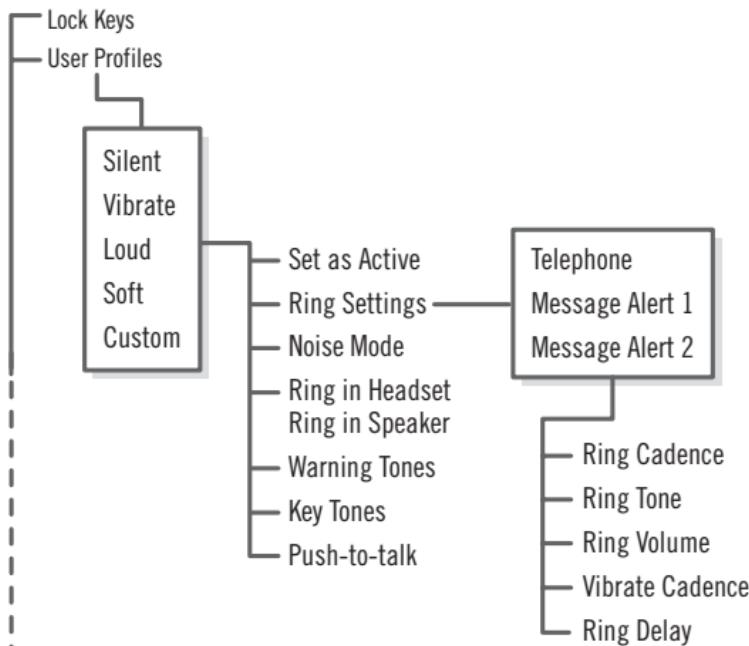
Default Profile Settings

Setting/Profile	Silent	Vibrate	Soft	Loud	Custom
Ring Cadence	Off	Off	Telephone	Telephone	Telephone
Ring Tone	Tone 1	Tone 1	Tone 1	Tone 1	Tone 1
Ring Volume	1	1	3	7	5
Vibrate Cadence	Off	Telephone	Off	Off	Telephone
Ring Delay	0	0	0	0	5
Noise Mode	Normal	Normal	Normal	Normal	Normal
Headset/Speaker	Speaker	Speaker	Speaker	Speaker	Speaker
Key Tones	Off	Off	On	On	On
Warning Tones	Off	Off	On	On	On
Push-to-talk*	Off	Off	On	On	On

*Push-to-talk is only available on the SpectraLink 8030 model.

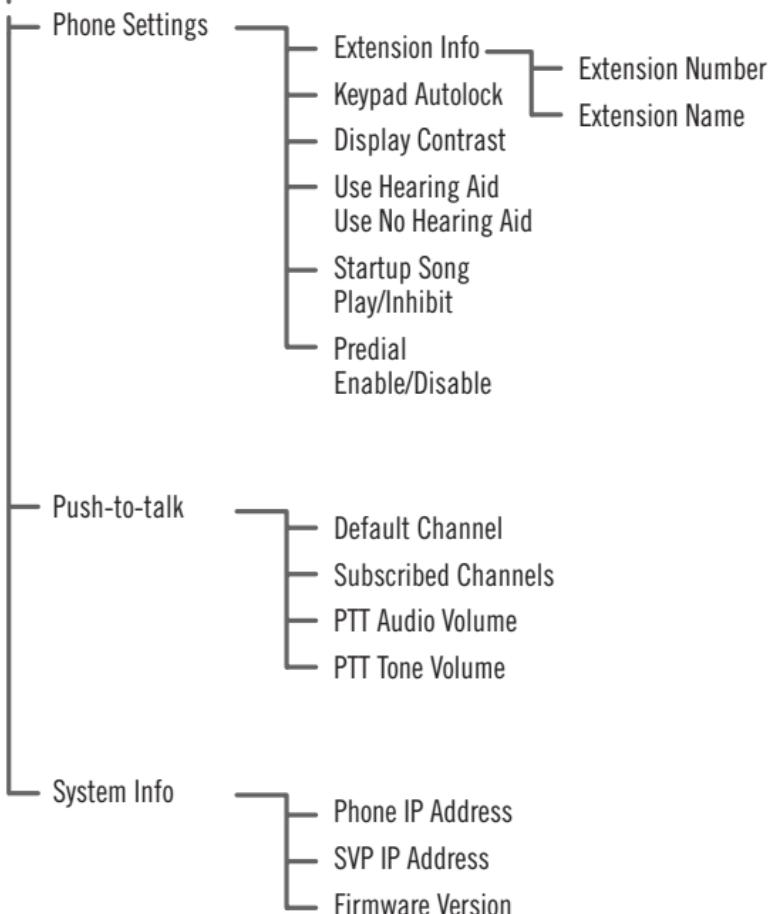
Contact your system administrator if you want to reset all user profiles back to these default settings.

Config Menu Options



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Data Entry and Editing

Enter numbers by pressing the buttons on the keypad. The blinking underscore identifies the current cursor position. When entering alphanumeric strings, the **CAPS/caps** softkey will appear and may be pressed to toggle between upper and lower-case letters. Enter letters by repeatedly pressing the corresponding key until the desired letter displays on the screen. Use the **CAPS** softkey to change the case as needed.

To edit during entry, delete the character to the left of the cursor by pressing the **Del** softkey. To replace an entry, delete all characters by pressing the **Clr** softkey and then enter the new data. To edit an existing entry, use **Nav◀** and **Nav▶** to move the cursor position, and then press the **Del** softkey to delete the character to the left. Insert new data by pressing the buttons on the keypad.

Alphanumeric entries:

Key	caps	CAPS
1	1	1
2	2 a b c	2 A B C
3	3 d e f	3 D E F
4	4 g h i	4 G H I
5	5 j k l	5 J K L
6	6 m n o	6 M N O
7	7 p q r s	7 P Q R S
8	8 t u v	8 T U V
9	9 w x y z	9 W X Y Z
0	0	0
*	* . - _ ! \$ % & ' () + , : ; / \ = @ ~	
#	# <space>	

Speakerphone

Your system administrator can enable or disable the speakerphone mode. If the speakerphone is enabled, it is activated by pressing the **Spkr** softkey. Press the **Spkr** softkey again to end speakerphone mode. The audio then transfers to the handset earpiece. When speakerphone mode is disabled, **Spkr** will not appear as a softkey label.

Predial

Predial is automatically activated when you begin pressing numbers on the keypad while in standby mode. Up to 28 numbers may be pressed. The call is then placed by pressing the **START** key, **NavOK**, or the **Spkr** softkey. Press **Save** to add the dialed number to the phonebook before placing the call.

Predial may be disabled in the **Config Menu**.

Redial

The **Redl** softkey is available in the standby mode. When it is pressed, a list of the last 10 pre-dialed calls will be displayed. Use the **Nav** keys to highlight the number and press **START** to dial the number.

You may save any of these numbers to the phonebook by pressing the **Save** softkey. You may also view any entry already saved in the phonebook by pressing the **View** softkey.

Phonebook

The phonebook in your SpectraLink 8020/8030 Wireless Telephone can store up to 20 user-defined numbers. Open the phonebook list by pressing the **Phbk** softkey from the standby mode or by pressing the **Save** softkey during predial. You may add, delete, or edit a phonebook entry, open the speed-dial list or start a call from the phonebook.

The phonebook list is sorted alphabetically. If the system speed-dial key has been programmed, it will be listed as the first entry with a greater-than symbol (>) as the first character. Only the system administrator may change this entry. The <**new**> option appears until the maximum number of entries has been entered.

Phonebook List Options

If you want to	Then
Dial number	Press START or the Spkr softkey.
Search for an entry	Press the key corresponding to the first letter of the name. Use Nav ◀ and Nav ▶ to edit the search characters.
View an entry	Press NavOK .
Enter a new name and number	Select the < new > option (if available) and press the Edit softkey to open the enter number display.
Delete an entry	Press the Del softkey to delete an entry.
Edit an entry	Press the Edit softkey to open the enter number display and edit the existing number. Use the Nav keys to highlight and select an entry. Press the Dial softkey to dial the number.

Phonebook Edit Entry Options

If you want to Then

Dial number	Press START or the Spkr softkey.
Assign a speed-dial number to this entry	Press the Spdl softkey. Use the Nav keys to highlight an empty slot and then press NavOK .
Edit an entry	Press the Edit softkey to open the enter number display and edit the existing number.
Return to phonebook list	Press the Back softkey or NavOK .

Speed-Dial

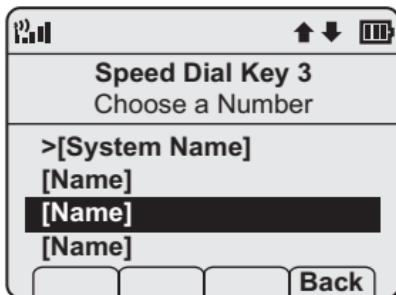
The SpectraLink 8020/8030 Wireless Telephone can assign up to 10 speed-dial keys to numbers entered into the phonebook.

Open the speed-dial list by pressing the **Spdl** softkey from standby mode. If programmed, the first item on this list is the system-wide speed-dial number set by the system administrator. It is specially marked with a greater-than symbol (>) on the left side of the row. It is usually reserved for emergency situations. This feature is disabled if pre-dial is disabled in the **Config** menu.

To make a speed-dial call, press and hold the corresponding key for one second. The system (emergency) speed-dial key must be pressed for three seconds. The handset will display the name and number for one second before the call is dialed. You may press **END** during this second to terminate the call.

You may also use the **Nav** keys to highlight a number or listing and then press **START** or the **Spkr** softkey to dial the number. The **Exit** softkey returns you to the standby mode.

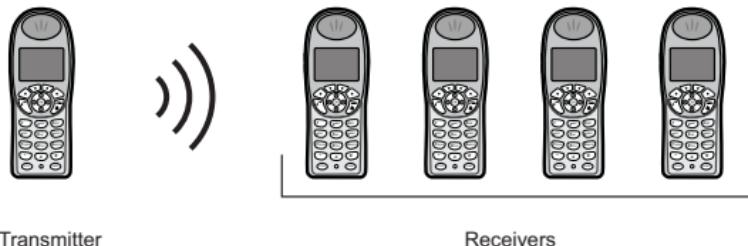
A phonebook entry may be assigned to a speed-dial key from the speed-dial list. Select the speed-dial key that you wish to assign and then press the **Set** softkey to open the phonebook list. Use the search routine or the **Nav** keys to select the desired entry.



Press **NavOK** to assign the selected name to that speed-dial key. The **Back** softkey returns you to the speed-dial list. Speed-dial entries may be edited through the phonebook, as described above.

Push-to-talk (PTT)

The PTT feature allows SpectraLink 8030 Series Wireless Telephones to operate in a group broadcast mode that allows the handsets to behave like walkie-talkies, where a single handset can transmit to multiple listeners.



Transmitter

Receivers

PTT is enabled by the system administrator and set up by the user in the **Config Menu**. See the **Config Menu** options for setting up PTT. If the system administrator has disabled PTT, the PTT options will not appear in the **Config Menu**.

If you want to Then

Make a PTT call To call on the default channel, from standby mode press and hold the **TALK** button. Wait for the display to show **Transmitting** and then hold the handset approximately two inches from your mouth and speak.

Respond to a PTT call Press and hold the **TALK** button during the 10-second wait period.

End a wait period Press **END**.

Select a different PTT channel Press and release the **TALK** button. Use the **Nav** keys or volume side buttons to highlight the desired channel. Press **TALK** to transmit.

If you want to	Then
End one PTT call and start another one	Press the END key to exit the PTT call. Press and release the TALK button and select a different channel from the list. Press and hold the TALK button to begin transmitting on the different channel.
Receive a PTT call while on a telephone call	Press the END key to end the telephone call. Now you can hear the PTT call.
Transmit on the priority channel	Press and release the TALK button. Select the priority channel from the list. Press and hold TALK , then speak.
End a PTT call	Press the END key to exit the PTT call.
Change the PTT volume	Press the up/down volume buttons on the side of the handset while transmitting or receiving a PTT call.
Answer a telephone call during a PTT transmission	Press the START key. PTT transmissions will be pre-empted by the telephone call.
Start a telephone call during a PTT transmission	Press the START key and dial the number. PTT transmissions will be pre-empted during the telephone call.
Turn off PTT	Change to a different profile (Silent and Vibrate disable PTT by default).
Subscribe to additional PTT channels	Press the Cfg softkey to open the Config Menu and select Push-to-talk . Select Subscribed Channels and then select the channels you want to add. Subscribed channels are marked with an asterisk (*).

ACCESSORIES

Accessories for the SpectraLink 8020/8030 Wireless Telephone include three different charger models, three different Battery Pack models, headsets and several carrying options.

Battery Packs

The Battery Packs must be recharged periodically. Each type of Battery Pack requires a different amount of time to achieve a fully charged state from a fully depleted state. Three Battery Pack options are available.

Type	Talk Time	Standby Time	Charging Time
Standard	4 hours	80 hours	2 hours
Extended	6 hours	120 hours	3 hours
Ultra-Extended	8 hours	160 hours	4 hours

The Battery Pack icon on the status row indicates the charge amount remaining. Additionally the handset will sound warning tones and display the **Battery Low** message when there are fewer than two minutes of talk time remaining.

A melody will play when the handset is powered on for the first time after being fully charged, unless this feature has been disabled. Each Battery Pack type has a different melody.

See your system administrator if you have questions about the type of Battery Pack you have been issued.



The type of Battery Pack is printed on the label. Remove the Battery Pack and view the label to determine the type of Battery Pack you have been issued.

The Battery Pack can be changed while the call is still in progress. Do not press **END**. Quickly remove the discharged Battery Pack and replace with a charged Battery Pack, press **END** to turn the handset back on and then press **START** to resume the call.

Notes on Battery Packs

- Battery Pack life will vary depending on handset model and features and system infrastructure.
- Maximum Battery Pack performance is achieved after a few charge/discharge cycles.
- If multiple Battery Packs are supplied with your handset, Polycom recommends that each be fully charged upon receipt to prolong battery life. Battery Packs will slowly lose charge if unused. To maintain battery potential, charge unused Battery Packs occasionally or alternate Battery Pack use.
- After a length of time Battery Packs will lose the ability to maintain a charge and to perform at maximum capacity and will need to be replaced. This is normal for all batteries.
- If your Battery Pack requires replacement, contact your system administrator.

Charger Models

Three charger models are available for the SpectraLink 8020/8030 Wireless Telephone. The Single Charger will charge a single handset with an installed Battery Pack. The Dual Charger will charge the handset and a spare Battery Pack. The Quad Charger can charge up to four Battery Packs at a time. Any SpectraLink 8020/8030 Battery Pack can be charged in any charger.

The Single and Dual Chargers allow the handset to remain operative in speakerphone mode or with a headset while charging. Handsets may be charged while in standby mode, while in an active call or while turned off.

Place the Single or Dual Charger on a flat, horizontal surface. Plug the power supply into the charger and into an appropriate wall outlet. The Quad Charger may be mounted on a horizontal or vertical surface.

Charging Status

The handset display and the LED on the Dual and Quad Chargers indicate whether or not charging is occurring or completed or if a Battery Pack failure has been detected.*

Handset/LED	Charging Status
Charging LED Solid On	The Battery Pack in the handset is charging.  Note that in the Dual Charger, the handset's Battery Pack takes charging precedence, and when it is finished charging, the single Battery Pack in the rear slot will charge.
Charge Complete	The Battery Pack in the handset has finished charging.
LED Off	Battery Pack fully charged, empty slot, or unit is not powered.
Battery Failure LED Flash	Error. Battery Pack not able to be charged. Reinsert Battery Pack or replace Battery Pack.

* Note: the Single Charger does not have an LED indicator.

Single Charger



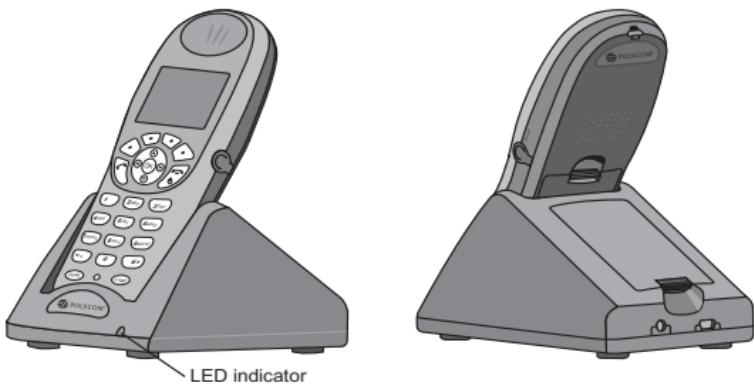
The Single Charger is designed to allow the handset to remain operational through speakerphone or headset use while the handset's Battery Pack is being charged. The handset may also be charged while it is in standby mode or turned off.

Place the handset in the Single Charger facing forward. While the handset is charging in standby mode, it will display its extension number and **Charging...**. An animated charge icon will indicate that charging is in progress. The handset is fully operational and will ring if called. When the handset is charging while turned off, only **Charging...** will display and no calls will be received. The dots will be racing during the charging cycle.

When the handset is fully charged, **Charge Complete** will display.

No charging information will display during an active call.

Dual Charger



The Dual Charger is designed to charge the Battery Pack in the handset while it remains operational and also charge an additional Battery Pack in the rear charging bay. The handset has charging priority when both slots are occupied.

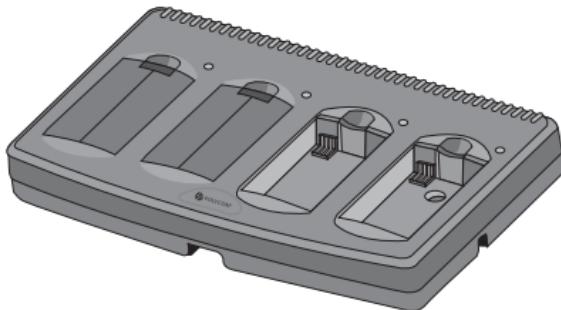
Place the handset in the front slot, facing forward. The Battery Pack alone snaps into the charging bay as shown in the illustration.

The LED indicates the status of the Battery Pack in the rear bay. The handset displays its charging status as described for the Single Charger.

When the handset is fully charged or is removed, the Battery Pack in the rear bay will begin charging.

Note that the time it takes for the Battery Pack to charge will be lengthened if its charging cycle is interrupted by the placement of a handset in the front slot.

Quad Charger



The Quad Charger is designed to simultaneously charge four Battery Packs. It may be mounted on a horizontal or vertical surface.

The Battery Pack snaps into the charging slot. The LED above the occupied bay indicates the charging status of the Battery Pack in the bay.



A flashing LED may indicate a Battery Pack failure. Verify the condition of the Battery Pack by the following procedure before replacing it. First check the Battery Pack in a different bay or substitute another charger and repeat the operation that caused the failure. If the same Battery Pack lights a steady LED when inserted in a different bay or charger, the first charger may be faulty. Contact your system administrator for service information.

Carrying Options

The following options are available for handset protection and easy handset carrying and removal.

Belt clip: Spring-loaded plastic belt clip that attaches to the back of the handset.

Swivel belt clip: Swivel-style belt clip that attaches to the back of the handset with full 360 degree swivel or eight-position ratchet options.

Swivel carrying case: Black leather case with keypad cover and swivel-style quick release belt clip.

Holster: Black holster with belt clip.

Cord lanyard: Nylon cord lanyard with quick disconnect.

Coiled lanyard: Plastic coiled lanyard with clothing clip.

Headsets

Polycom offers optional headsets (for North America only) for use in noisy environments or if you need to have your hands free while talking on the handset.

To use the headset, simply plug it into the jack on the right side of the handset.

While using a headset, the handset will ring according to the user profile setting established in the **Headset/Speaker Ring** option. The external ring will ring according to the setting of the profile.

The headsets offered by Polycom have been laboratory tested and work properly with the SpectraLink 8020/8030 Wireless Telephone.

Polycom does not recommend using other headsets.

HANDSET ADMINISTRATION

FAQs

How does the handset power off and power on?

The **END** key is the power on/power off key. Press and hold it to turn the handset on. Turn the handset off from the standby mode by pressing and holding the **END** key. If you are in an active call, end the call by pressing the **END** key. This returns the handset to the standby mode, then press **END** again to turn the handset off.

How do I place a call and terminate a call?

To place a call, press the **START** key and then dial the number. End the call by pressing the **END** key. You can also use the speakerphone (**Spkr** softkey) instead of the **START** key.

Can I change the ring?

The ring is fully adjustable and may be set differently for different profiles. For a complete explanation of how to change the ring, see the *Profile Settings* section of this guide.

How do I change the voice volume and the ringing volume?

Whether using a headset, the speakerphone, or the internal speaker, the speaker volume for the current call may be raised or lowered by pressing the up and down volume buttons on the side of the handset.

The volume buttons may be pressed while the handset is ringing to raise or lower the ring volume, which also changes the ring volume setting in the current profile.

What is the range of the SpectraLink 8020/8030 Wireless Telephone?

As barriers affect radio transmission, there is no single answer for this question. Normally, you can expect the same range as with any other wireless device. However, if your facility has metal walls or other materials that inhibit radio waves, the range will be reduced.

How do I charge the Battery Pack?

The Battery Pack in the handset may be charged in a Single or Dual Charger without being removed from the handset by simply placing the handset into the charger. A spare Battery Pack may be charged in the rear bay of the Dual Charger or in a Quad Charger.

How long does the Battery Pack hold a charge?

There are three different Battery Pack models and each has a different charge capacity. The type of Battery Pack is printed on the label. Remove the Battery Pack and view the label to determine the type of Battery Pack you have been issued.

Type	Talk Time	Standby Time	Charging Time
Standard	4 hours	80 hours	2 hours
Extended	6 hours	120 hours	3 hours
Ultra-Extended	8 hours	160 hours	4 hours

What features (transfer, mute, etc.) are available and how are they activated?

Active call features such as Mute and Hold are available by pressing the softkey programmed to the feature. Additional features, such as Transfer and Conference, are locally programmed and usually activated by pressing the **FCN** key and then the softkey that corresponds to the programmed feature. Contact your phone system administrator for detailed information on how to access these features in your facility.

Can I use the SpectraLink 8020/8030 Wireless Telephone at home?

Access points installed in your facility transmit the radio waves emitted by your SpectraLink 8020/8030 Wireless Telephone to the telephone system in your facility which links the handsets to each other and to the rest of the world. The handset operates only within range of these access points and therefore will not work in your home.

How should I clean the handset?

Wiping the handset surface with a water-dampened cloth or paper towel will remove most films or residues. If the soiling is too stubborn for plain water, a mild detergent solution may be used. A spray cleaner may be used with care. Do not spray at an angle. Do not allow liquid cleaners to seep into keypad. Be sure to wipe away any detergent residue with a clean water-dampened cloth. Do not immerse in any fluid.

Specifications

Radio mode (set by system administrator)	802.11b, 802.11g 802.11a 5.250–5.350 GHz 5.470–5.725 GHz 5.725–5.825 GHz	2.4–2.4835 GHz 5.150–5.250 GHz
Transmission type	Direct-sequence spread spectrum (DSSS)	
Transmit data rate	Up to 54 Mb/s	
Radio QoS	SpectraLink Voice Priority (SVP)	
Wireless security	Wired Equivalent Privacy (WEP), 40-bit and 128-bit; Cisco FSR; WPA-PSK, WPA2-PSK	
FCC certification	Part 15.247	
Management	DHCP, TFTP	
Voice encoding	G.711, G.729a/ab	
VoIP Protocols	SpectraLink Radio Protocol (SRP)	
Transmit power	Up to 100 mW (set by system administrator).	
Display	Up to five lines of text plus two icon status rows and one row for softkey labels.	
SpectraLink 8020 Wireless Telephone dimensions	5.4" x 2.0" x 0.9" (13.7 x 5.1 x 2.3 cm)	
SpectraLink 8030 Wireless Telephone dimensions	5.7" x 2.0" x 0.9" (14.5 x 5.1 x 2.3 cm)	
SpectraLink 8020 Wireless Telephone weight	3.9 oz. (110.6 g) with Standard Battery Pack	
SpectraLink 8030 Wireless Telephone weight	4.2 oz. (119.1 g) with Standard Battery Pack	

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CARE OF YOUR HANDSET

- Avoid dropping the handset or knocking it against hard surfaces. Carrying the handset in a holster or carrying case will help protect it.
- There are no serviceable parts in the handset or chargers. You should not open the handset case or disassemble the chargers. Doing so will void your warranty.
- Turn off the handset and unplug chargers before you clean them. Take care not to exert undue pressure on charger electrical contacts while wiping.
- Wiping the handset surface with a water-dampened cloth or paper towel will remove most films or residues. If the soiling is too stubborn for plain water, a mild detergent solution may be used. A spray cleaner may be used with care. Do not spray at an angle. Do not allow liquid cleaners to seep into keypad. Be sure to wipe away any detergent residue with a clean water-dampened cloth. Do not immerse.
- Should the headset connector become dirty, you may experience a scratchy or intermittent signal. To clean the connector, dip the non-padded end of a wooden or paper cotton swab stick in isopropyl alcohol. Gently insert in the connector and twist, repeating several times. If available, blow compressed air into the connector to clear debris.
- Keep the headset jack covered when it is not in use.
- Using a carrying case may help protect the surfaces and help prevent liquids (e.g., rain) from entering the interior of the handset.
- If your handset interior gets wet, do not try to accelerate drying with the use of an oven or a dryer as this will damage the handset and void the warranty. Instead, do the following:
 1. Immediately power off the handset.
 2. Remove the Battery Pack from handset.
 3. Shake excess liquid from the handset.
 4. Place the handset and Battery Pack in an upright position in an area that is at room temperature and has good airflow.
 5. Let the handset and Battery Pack dry for 72 hours before reconnecting the Battery Pack and/or powering on the handset.

If the handset does not work after following the steps listed above, contact your phone system administrator for servicing information.

Contact Information

Please contact your Polycom Authorized Reseller for assistance.
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4750 Willow Road,
Pleasanton, CA 94588
<http://www.polycom.com>

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